



238573

PAGE 1 of 2 including this cover sheet
FAX TRANSMITTAL SHEET

FROM: Frank and Helen Luciano
DATE: August 24, 2012

FAX NUMBER 803-396-8882
Please call 803-396-8882, if all pages are not received.

TO: Public Service Commission of South Carolina
1011 Executive Center Dr. Suite 100
Columbia, SC 29210

FAX: 803-896-5199

SUBJ: Your Docket Number 2012-177-WS
Complaint Form

TEXT: Please see attached completed Complaint Form



Thanks for your help
Frank and Helen Luciano

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Complaint Form

Print

Date: August 24, 2012

Complainant or Legal Representative Information: * Required Fields

Name * Frank Lee Luciano

Firm (if applicable) N/A

Mailing Address * 12030 Spinnaker Drive

City, State Zip * Tega cay, SC 29708 Phone * 803-396-8882

E-mail * luciano@comporium.net

Name of Utility Involved in Complaint: *

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- ☒ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service
☐ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue
☐ Service Issue ☐ Meter Issue
☒ Other (be specific) Tega Cay Water Service, Inc. request for a rate adjustment.

Have you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ No Name of ORS Contact: _____

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Tega Cay Water Service is requesting a rate adjustment of 43.87%!

There are severe limitations to water line flushing and fire fighting capability because there are too few hydrants in our system.

A "black gunky" substance continually appears in our water faucets.

Moreover I have had two billing problems with this organization. Specifically, I have been set dunning letters threatening me with late payment fees, or disconnection of my water service. I pay by having the TCWS, Inc. directly debiting my checking account. How much easier can I make it for them to get their payment? If they can not get their money when it is waiting for them, they are, at best, grossly poorly managed.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Denial of any and all proposed rate increases.

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF York)

I, Frank Lee Luciano
Complainant's Name *verify that I have read my complaint filed on August 24, 2012
Date *

and know the contents thereof, and that said contents are true.

Complainant's Signature

Internal Use Only

Processed By	Date
H.E.	